

Amendments to the Claims:

The listing of claims will replace all prior versions, and listings of claims in the application:

Listing of Claims:

Claim 1. (previously presented) An instrument for evaluating supply chain performance in transport logistics including a plurality of measurement items wherein said items are divided into at least the dimension of service effectiveness for shippers, service effectiveness for consignees and operations efficiency for transport logistics providers, wherein said plurality of measured items in the dimension of service effectiveness to shippers include:

- fulfilling promises to shippers;
- solving shippers' problem;
- performing services for shippers right the first time;
- providing services at the time promised to the shippers;
- keeping shippers' records accurately;
- informing shippers exactly when services will be performed;
- giving prompt services to shippers;
- willingness to help shippers; and
- timely response to shippers' requests.

Claim 2. (previously presented) The instrument for evaluating supply chain performance in transport logistics as claimed in claim 1 wherein at least one of said service effectiveness for shippers and/or said service effectiveness for consignees is further sub-divided into reliability and responsiveness.

Claim 3. (previously presented) The instrument for evaluating supply chain performance in transport logistics as claimed in claim 1 wherein said operations efficiency is further divided into cost and asset aspects.

Claim 4. (currently amended) The instrument for evaluating supply chain performance in transport logistics as claimed in claim 1 wherein said plurality of measured items further include one or more items substantially related to any of the following:

- ~~fulfilling promises to shippers;~~
- ~~solving shippers' problem;~~
- ~~performing services for shippers right the first time;~~
- ~~providing services at the time promised to the shippers;~~
- ~~keeping shippers' records accurately;~~
- ~~informing shippers exactly when services will be performed;~~
- ~~giving prompt services to shippers;~~
- ~~willingness to help shippers;~~
- ~~timely response to shippers' requests;~~
- reducing order management costs;
- reducing costs associated with facilities/equipment/manpower used in providing the services;
- reducing warehousing costs;
- reducing transportation costs;
- reducing logistics administration costs;
- improving the rate of utilization of facilities/equipment/manpower in providing the services;
- improving the cash to cash cycle time;
- improving net asset turns;
- fulfilling promises to consignees; and
- ~~solving consignees' problems;~~
- ~~performing services for consignees right the first time;~~
- ~~providing services at the time promised to the consignees;~~
- keeping consignees' records accurately;
- ~~informing consignees exactly when services will be performed;~~
- ~~giving prompt services to consignees;~~

~~timely response to consignees' requests.~~

Claim 5. (previously presented) A method for evaluating supply chain performance in transport logistics comprising:

providing an instrument for evaluating supply chain performance in transport logistics including a plurality of measurement items wherein said items are divided into at least the dimension of service effectiveness for shippers, service effectiveness for consignees and operations efficiency for transport logistics providers; and

evaluating performance based on an evaluation of performance of said measurement items in said instrument;

wherein said plurality of measured items in the dimension of service effectiveness to shippers include:

fulfilling promises to shippers;
solving shippers' problem;
performing services for shippers right the first time;
providing services at the time promised to the shippers;
keeping shippers' records accurately;
informing shippers exactly when services will be performed;
giving prompt services to shippers;
willingness to help shippers; and
timely response to shippers' requests.

Claim 6. (previously presented) The instrument for evaluating supply chain performance in transport logistics as claimed in claim 2 wherein both said service effectiveness for shippers and said service effectiveness for consignees are further subdivided into reliability and responsiveness.

Claim 7. (previously presented) The instrument for evaluating supply chain performance in transport logistics as claimed in claim 6 wherein said operations efficiency is further divided into cost and asset aspects.

Claim 8. (previously presented) The instrument for evaluating supply chain performance in transport logistics as claimed in claim 1 wherein said instrument includes operations efficiency parameters and service effectiveness parameters for shipper, consignee and transport logistics provider.

Claim 9. (previously presented) The instrument for evaluating supply chain performance in transport logistics as claimed in claim 1 wherein performance is measured and evaluated on a supply chain-wide basis.

Claim 10. (cancelled)

Claim 11. (previously presented) An instrument for evaluating supply chain performance in transport logistics including a plurality of measurement items wherein said items are divided into at least the dimension of service effectiveness for shippers, service effectiveness for consignees and operations efficiency for transport logistics providers, wherein said plurality of measured items in the dimension of service effectiveness to consignees include:

- fulfilling promises to consignees;
- solving consignees' problems;
- performing services for consignees right the first time;
- providing services at the time promised to the consignees;
- keeping consignees' records accurately;
- informing consignees exactly when services will be performed;
- giving prompt services to consignees;
- willingness to help consignees; and
- timely response to consignees' requests.

Claim 12. (previously presented) The instrument for evaluating supply chain performance in transport logistics as claimed in claim 1 wherein said plurality of measured items in the dimension of operation efficiency for transport logistics providers include:

- reducing order management costs;
- reducing costs associated with facilities/equipment/manpower used in providing the services;
- reducing warehousing costs;
- reducing transportation costs;
- reducing logistics administration costs;
- improving the rate of utilization of facilities/equipment/manpower in providing the services;
- improving the cash to cash cycle time; and
- improving net asset turns.